



REPLY TO

28 June 2004

DEPARTMENT OF DEFENSE
UNITED STATES SOUTHERN COMMAND
3511 NW 91ST AVENUE
MIAMI, FL 33172-1217

SC Regulation 0404-05

*Effective upon receipt

Administration
Distinguished Visitors (DV) Program
United States Southern Command

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1-1. Purpose. To establish procedures for handling DVs, including participants in Commander (CDR) hosted conferences, to Headquarters, United States Southern Command (HQ USSOUTHCOM), Miami, Florida. This regulation applies to HQ USSOUTHCOM, its component commands, and its military groups (MILGPs).

1-2. Policy.

a. Approval Authority. The Chief of Staff (CoS), HQ USSOUTHCOM, approves all visits of distinguished U.S. and international government officials to HQ USSOUTHCOM. The CoS will appoint an office of primary responsibility (OPR) to serve as the HQ USSOUTHCOM point of contact to coordinate DV visits.

*This regulation supersedes SC Reg 1-13, dated 1 July 1999

b. Visit Coordination. Each visit is an opportunity to enhance U.S. international relations and to promote the image and prestige of HQ USSOUTHCOM and the Department of Defense (DoD). All USSOUTHCOM personnel will extend the utmost professional courtesy to all visitors.

1-3. Terms.

a. DV.

(1) Individuals considered to be DVs include: presidents, heads of state, ambassadors, cabinet members, members of Congress; national, state and local elected or appointed officials; community leaders; general/flag officers (GO/FO) (including retirees not performing contractor representational functions); and civilian equivalents (SES).

(2) Visiting Groups include: Individuals traveling together comprising one visit (e.g., war college, CAPSTONE, training ships, civic leaders, and media tours) that require command group involvement; also, CDR sponsored conferences such as Chiefs of Mission, Component Commanders, and Regional Security Conferences.

(3) DVs will be further classified as "CDR-Invited" or "self-invites." The classification determines the funding authority and level of support for the visit. All visit requests are processed through the SJS for CoS approval and guidance on tasking the OPR.

b. OPR. The directorate, special staff offices, or service liaison office (LNO) responsible for the preparation and execution of the DV visit. OPRs will be assigned based on expertise on relevant issues, concerns, and primary interests of the visitor(s). OPRs are assigned by the SJS in a formal tasking.

c. Action Officer (AO). The officer designated by the OPR to be responsible for planning, coordinating, and executing the visit. During the visit, the AO also serves as the escort officer, as required. The AO is the command's primary point of contact with the DV's office.

d. Protocol Specialist. The protocol officer designated by the Chief of Protocol to assist the AO and oversee all protocol-related aspects of the DV visit.

Visit Planning

2-1. Procedures. Visit Approval/OPR AO Designation.

a. All DV requests to visit HQ USSOUTHCOM in Miami will be forwarded to the Secretary of the Joint Staff (SJS) for CoS approval. All requests should include name, grade, title, dates, and purpose of visit. All telephone visit requests should be followed by an email message or written visit request from the requesting party.

b. Upon CoS approval of a visit, SJS will notify, via the USSOUTHCOM LAN, the OPR and all assisting offices of their taskings. In the event a visit request is disapproved, SJS will notify the DV's office. For DVs traveling within the area of responsibility (AOR), but not scheduled to

visit Miami, the CoS will task an OPR to monitor the DV's trip.

c. U.S. LNOs assigned to USSOUTHCOM will be responsible for managing visits of personnel from the organization they represent (e.g., Coast Guard LNO will be the OPR for the Coast Guard Commandant's visit).

d. The Chief of Protocol.

(1) Is responsible for the operation of the HQ USSOUTHCOM DV Program. Protocol will publish a 60-day calendar of scheduled or projected DV visits to the headquarters on a weekly basis. This calendar will be posted in the shared public folders under "Protocol."

(2) Designates a protocol specialist to coordinate the visit with the assigned OPR AO. Ensures that the AO is thoroughly briefed on duties, responsibilities, and resources available to support the visit.

(3) Receives preliminary visit concept brief from the AO as soon as possible after the AO is assigned to provide necessary guidance and direction prior to IPRs with the Deputy Chief of Staff (DCoS) and CoS.

(4) When a "CDR-Invited" guest has been authorized to travel with spouse, there may be an official spouse program at the direction of the CDR. The AO should notify Protocol of spouse attendance. If a spouse's program is required, SJS will task a directorate to provide an additional AO for this program. The USSOUTHCOM Staff Judge Advocate (SCSJA) will review all spouse itineraries.

e. The OPR will designate an AO for the visit and notify Protocol and SJS of the individual's name, office, and telephone number.

2-2. HQ USSOUTHCOM Visit Concept.

a. Concept Development. The AO will develop a proposed visit concept, to include: airline itinerary and airport escorts, briefings, recommendation for release of briefings, office calls, tours, recommended social functions, classification requirements, etc. (Note: The IPR checklist, Appendix E to this regulation, is a good reference point for this development.)

b. Concept Coordination. The AO will develop the proposed concept and coordinate with protocol and other appropriate staff sections prior to submitting the concept to the CoS for approval.

c. Office Calls. Upon determination that an office call is required with the CDR or Deputy Commander (DCDR), a calendar request must be submitted immediately through the secretary and the executive officer (XO). The AO must ensure approval has been received before placing an office call on the proposed concept. The office call should be the first scheduled item on the concept. Also, the AO should check with the XO of all directors expected to participate before listing their attendance on the concept for any event during the visit.

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d. Command Overview. First time visitors to the headquarters should be scheduled for an office call with a senior command representative and should receive the command overview or strategy brief. Files from previous visits, and/or coordination with the visitor's office, will be the means to determine a visitor's needs. Subsequent visits to the command do not require a Command Brief, unless it is specifically requested.

e. Concept Distribution. Once approved, the visit concept will be distributed via the USSOUTHCOM LAN to all directorates and staff offices involved in the visit. Distribution is normally done electronically by the CoS' XO as part of daily Close-Out Notes.

f. Visit Documentation. Along with the approved concept, the AO will submit talking points as requested and the DV biography to SJS. For complex visits or conferences requiring extensive coordination and planning, the tasked OPR will submit a Memorandum of Instruction (MOI) for CoS approval.

g. IPRs. The AO will schedule an in-progress-review (IPR) with the CoS or DCoS no later than seven working days before the visit. The Chief of Protocol and/or a protocol specialist will attend all IPRs. A representative of the DoD Police will also attend all IPRs.

h. Security Issues.

(1) Clearances. Security clearance certifications for U.S. military and DoD government employees will consist of the full name, SSAN, date/place of birth, date/type of clearance, and date/type of investigation and state the purpose of the visit along with the number of days the individual is visiting the command. Security clearance certifications are normally valid only for the duration of the visit unless specified otherwise (one year permanent certificate). Security clearance certifications can be faxed to the Security Operations Office (SOO) for collateral clearances at (305) 437-2909 or DSN 567-2909 or the Special Security Office (SSO) for SCI clearances at (305) 437-2911 or DSN 567-2911. Contractors must go through their respective Facility Security Officer at the contracting agency to have their security clearance certifications sent to USSOUTHCOM. AOs may refer to SC Regulation 380-9 and SC Regulation 380-10 for detailed instructions.

(a) International Visitors. The AO is responsible for ensuring background checks for all international visitors are completed with J2/Defense Intelligence Agency prior to a visit. With the exception of international visits conducted under the auspices of Traditional Commander Activities (TCA), all international visits must be in accordance with DoD5230.20, Visits and Assignments of Foreign Nationals or SC Regulation 380-9, Visits and Assignments of Foreign Nationals.

(b) U.S. Visitors. The AO is responsible for ensuring security clearance information on all members of the visiting party, to include GOs/FOs, is passed to the J2 Security Management Office prior to the visit.

(2) Installation and Building Access. The AO will coordinate with the Provost Marshall for access to the installation and with J2 Security for building access badges. The AO will then issue the access badges to the DVs, with the exception of GOs/FOs and SES. AOs escorting GO/FO-level visitors will maintain the badges. The escort officers must have the same or higher clearance level as the DV.

(3) The AO will ensure that J2 completes a threat assessment on all international DVs. If any issues arise from this assessment, the J2 should notify the AO immediately and inform the Director of the OPR and/or the CoS to receive additional guidance.

2-3. DV Briefings.

a. Briefings. The AO is responsible for coordinating with the Commander's Action Group (CAG) and other directorates in the command for briefings, and recommendations for hard copy and electronic copy release of briefings, to be presented to the DV. The office responsible for each particular brief must clear the briefs with Foreign Disclosure prior to submitting it to the AO. Coordination should be completed prior to the IPR with the CoS. In preparation for the briefing, the AO should upload all briefings to the shared drive. If there are problems or questions, coordinate with Army Support Activity (ASA). It is the AO's responsibility to run the slide show. (If not already completed, the AO should attend the conference room training.)

b. Conference Rooms. The AO is responsible for reserving all conference rooms and coordinating with ASA for all required audiovisual, photographic, and graphic support. The protocol specialist will set up the conference room with coffee, water, and nameplates, as required, for all visits hosted by the GOs/FOs in the command group. The AO will provide the protocol specialist the list of attendees. With few exceptions, events not involving or directed by the Command Group are the responsibility of the host directorate, and Protocol will only provide support as tasked.

2-4. Administrative Support. The following administrative support activities will be accomplished, as required, for DV visits:

a. Social functions.

(1) The Chief of Protocol plans, coordinates, and executes all social events hosted by the CDR/DCDR in honor of the DV. Events not hosted by the CDR/DCDR are the responsibility of the hosting senior officer's directorate, unless tasked otherwise.

(2) If a working lunch is a required event, the AO should submit plans with visit concept for approval. Protocol will coordinate catering for events hosted by the CDR/DCDR, as well as lunches that are covered by Official Representational Funds (ORF). All unfunded lunches should be held off-site. For unfunded working lunches that are held in the headquarters, the OPR will be responsible for collecting money, coordinating catering, set-up, and clean-up.

b. Billeting. The protocol specialist will make hotel reservations for the DV and all accompanying members. Upon receipt of the information from Protocol, the AO will request a member of the DV's staff contact the hotel to provide credit card information to guarantee the room reservations. The Protocol Office will obtain confirmation numbers for hotel reservations, but trip planners must provide the credit card numbers directly to the hotel.

c. Ground Transportation. The AO will coordinate with U.S. Army Garrison-Miami (USAG-M) for all transportation requirements, based on advice of the protocol specialist.

d. Airport/Customs. The USSOUTHCOM protocol office serves as the command's liaison

with Miami International Airport (MIA) for all DV airport support. All AOs will coordinate through the USSOUTHCOM Protocol Office for visit support at the airport. However, AOs are responsible for escort duties on airport pick-ups. A protocol specialist goes to the airport only when a USSOUTHCOM GO/FO has been designated as the greeter. The protocol specialist will coordinate with the following MIA agencies for airport support:

- (1) MIA Aviation Department, to facilitate airport transits.
- (2) U.S. Customs Officials at MIA, to facilitate customs clearance.
- (3) Airport Protocol, for access to the DV arrival gate.
- (4) MIA Landside Operations, for unimpeded curbside pick-ups.
- (5) MIA Airside Operations, for ramp access and planeside activities.
- (6) Signature Air (SIGAIR) Operations, for gate access and plane-side pickup.

e. Honor Ceremony. During senior level visits, and when required, Protocol will coordinate the joint service ceremony/honor cordon requirement with the First Sergeant, USAG-M.

f. Mementos. Early in the planning stages of an international visit, the AO must ascertain from the U.S. escort officer (often a MILGRP representative) whether or not the visitor desires to present a memento during the visit. The information obtained must be relayed to the protocol specialist as soon as possible and noted in the visit concept so that a proper memento may be selected for CDR presentation. Mementos are **not** required of visitors. USSOUTHCOM mementos are purchased with ORF for the CDR. Based on DoD regulations, only the CDR may present mementos from the CDR's gift locker (on an individual basis, the CDR may designate other GOs/FOs in writing to present mementos on his behalf when they are directly representing him at an event). The protocol specialist will prepare CDR's Delegation of Authority paperwork to delegate gift-giving authority when warranted, based on the visit concept and guidance received at IPRs.

Visit Execution

3-1. General. The success of the DV program depends upon the conscientious and thorough execution of complete and detailed visit concepts. During the execution phase of the visit, ongoing close coordination between the AO and the protocol specialist is essential. Helping DVs attain their visit goals and the mission of giving the visitor the best possible impression of the command must be foremost in the minds of all involved. Use of the AO Guideline and the Checklist for DV Action Officers will aid in reaching this goal. These guidelines are posted in the USSOUTHCOM LAN public folder under "Protocol Office."

3-2. DV Arrival. Upon arrival at the airport, an officer of appropriate rank (see AO Guidelines for details) and the AO will meet the DV. Greeters should be field grade officers and identified in advance for approval at the CoS' IPR. In most cases, the greeter is also the AO. However, in some cases, a USSOUTHCOM GO/FO will greet 4-star level DVs at the airport. In these cases, a protocol specialist and an AO will also go to the airport.

3-3. DV Hotel Check-In. The AO will accompany the DV to the hotel for check-in. For conferences involving large groups with DVs arriving at different times, the OPR will establish a cell at the hotel to greet guests, issue Welcome Packets, and resolve any issues.

3-4. DV at Headquarters. The AO, as escort officer, will ensure the DV arrives at the Headquarters in accordance with the concept schedule. If a delay is anticipated, the AO will immediately notify the protocol specialist. The AO will also notify any other staff sections impacted. A good rule of thumb is for the AO to call the protocol specialist when the DV is within five (5) minutes' travel time to the Headquarters. The AO will also notify DoD Police to facilitate entry through gates.

3-5. DV Departure. Upon departure, an officer of appropriate rank (see AO Guidelines for details) and the AO will bid farewell to the DV at the airport. The officers will remain at the departure point until the DV is airborne. This practice provides the immediate capability to continue hosting duties should the departure flight be delayed or other deviations in the travel plan.

The proponent of this regulation is the Protocol Office, Headquarters, U.S. Southern Command. Users are invited to send comments and suggested improvements directly to Protocol Office, Headquarters, U.S. Southern Command, 3511 NW 91st Ave., Miami, FL 33172-1217.

FOR THE COMMANDER:

OFFICIAL:

MICHAEL R. LEHNERT

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Chief of Staff, U.S. Southern Command



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DISTRIBUTION:
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Mr. John Doe
Secretary of the Exterior



9-10 July 2003

Purpose

To provide a concept for the visit of Mr. John Doe, Secretary of the Exterior to HQ, USSOUTHCOM.

SOUTHCOM Objective

To introduce Mr. Doe to the USSOUTHCOM leaders and mission.

Background

- This is Mr. Doe's first visit to HQ USSOUTHCOM and AOR as Secretary of the Exterior.
- The primary objective of Mr. Doe's visit to HQ, USSOUTHCOM is to "meet soldiers".
- Mr. Doe will arrive from Andrews AFB via MILAIR.
- The following individuals will accompany Mr. Doe to HQ, USSOUTHCOM:
 - COL Bob Brown, Executive Officer to Secretary of the Exterior
 - LTC John Smith, Military Assistant to Secretary of the Exterior
 - LTC Glen Green, Military Assistant to the Secretary of the Exterior
 - Ms. Suzey Phillips, Senior Director for Latin American Affairs

Senior Level Involvement

- **CDR:** TDY
- **DCDR:** Attend
- **COS:** Office Call/CMD Brief and Follow-on Briefs
- **CSM:** Attend Briefs
- **FPA:** Leave
- **SCQOL:** Attend Briefs
- **SCJ2:** Attend Briefs
- **SCJ3:** Attend Briefs
- **SCJ5:** Attend Briefs

- **SCJ7:** Attend Briefs

(Note: Senior Level involvement is GO/FO-level involvement.)

Other Staff Involvement

- **SCJ1:** Attend Briefs
- **SCJ4:** Attend Briefs
- **SCJ6:** Attend Briefs
- **SCJ8:** Attend Briefs
- **SCEN:** Attend Briefs
- **SCRA:** Attend Briefs
- **SCNG:** Attend Briefs
- **SCSG:** Attend Briefs
- **SCSJA:** Attend Briefs

Visit Itinerary

Tuesday, 9 July 2003

1530 DV vans depart HQ, USSOUTHCOM with greeter and escort
1600 Arrive MIA Signature Air via MILAIR; Greeted by BG J3
1610 Depart MIA for Inter-Continental Hotel
Escort: BG J3
1630 Arrive Inter-Continental Hotel
1630 Personal Time

Wednesday, 10 July 2003

0800 Check out from Inter-Continental Hotel
0800 DV vans depart HQ, USSOUTHCOM with escort
0815 Pick-up Mr. Doe from Inter-Continental Hotel Lobby.
Escort: COL Escort
0820 Arrive SC HQ, DV Entrance
Met by: BGen CoS
0820 O/C and USSOUTHCOM CMD Brief with BGen CoS
Attendees: Mr. Doe and party
Location: CCR

A-1

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As of: DD MMMM YYYY

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0910 Theater Security Cooperation Brief
Briefer: LtCol Bill Briefer, SCJ5PL
Attendees: Mr. Doe and party; All
USSOUTHCOM required personnel
Location: CCBR

0930 GTMO Update
Briefer: COL Briefer, SCJ33
Location: CCBR

1000 Exercises Update Brief
Briefer: Mr. Briefer, SCJ34

1015 CD Brief
Briefer: CAPT Briefer, SCJ36

1030 Depart SC HQ DV Entrance (escorted to
entrance by BGen CoS; escorted to MIA
Signature Air by COL Escort and CPT
Escort)

1100 Depart MIA (Signature Air) en route to
GTMO

- **SCJ5PM:** CPT Escort, x____; Escort and
Action Officer (AO)
- **SCJ5PL:** LtCol Briefer, x____
- **SCJ33:** COL Escort, x____
- **SCJ34:** Mr. Briefer, x____
- **SCJ36:** Capt Briefer, x____
- **Transportation:** Mr. Axel Pérez, x1713
- **Protocol:** Ms. Protocol, x____

CPT Action Officer
SCJ_, x____

As of: DATE

CONCUR__ NONCONCUR__ SEE ME__

Staff Planning

- **Staff Sections:** Provide an electronic copy of
Director-approved slides to CPT Escort NLT
1200 on 8 JUL 03
- **Action Officer:** Presentations due to CoS NLT
COB on 8 JUL 03
- **Uniform:** Duty (BDUs and Flight Suits)
- **Protocol:** Prepare CCR and CCBR; request
lodging
- **SCJ33:** Present GTMO brief
- **SCJ34:** Present Exercises Update brief
- **SCJ36:** Present CD brief
- **SCJ5:** Present Theater Security Cooperation
brief.
- **Transportation:** provide one (1) DV van with
driver and one (1) 12-pax van with driver.
- **Gift Exchange:** None
- **Lodging:** Inter-Continental Hotel @ (305) 468-
1400

Points of Contact

- **Mr. Doe's Office:** Ms. Travel, Travel
Coordinator for Mr. Doe, DSN: 227-xxxx
- **SCJ3:** Col POC, x3333

A-2

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As of: DD MMMM YYYY

**United States Southern Command
Office of Protocol**

Distinguished Visitor Checklist

DV or Group Name:	_____	
Tasked Directorate :	_____	Tasker # _____
Action Officer:	_____	Extension # _____
DV Point of Contact:	_____	Extension # _____
Embassy POC (If international):	_____	Extension # _____
Protocol Point of Contact:	_____	Extension # _____

Arrival:

Date: _____ Time: _____ Place of Arrival: Signature Air / MIA Main Terminal

Other: _____

Signature Air – Aircraft Type: _____ Call Sign: _____ Tail #: _____

MIA Main Terminal - Airline: _____ Flt #: _____

Concourse: _____ Gate: _____ Number in Party: _____

() Coordination with MIA Protocol (International Flights take precedence)

DATE ACCOMPLISHED by SCCC-P: _____

() Greeted by: CoS, DCDR, CDR – other _____ SCCC-P/AO

Departure:

Date: _____ Time: _____ Place of Departure: Signature Air / MIA Main Terminal

Other: _____

Signature Air – Aircraft Type: _____ Call Sign: _____ Tail #: _____

MIA Main Terminal - Airline: _____ Flt #: _____

Concourse: _____ Gate: _____ Number in Party: _____

() Farewelled by: CoS, DCDR, CDR – other _____ SCCC-P/AO

Concept Preparation

() Protocol Specialist briefs AO on:

() Action Officer Guidelines & Checklist

() Concept/Itinerary preparation

DATE ACCOMPLISHED: _____

() IPR with DCoS, CoS, DCDR, CDR (as appropriate) – Schedule with XO/Protocol Attendance

DATE ACCOMPLISHED: _____

() Contact visiting office for information & details/purpose of the visit

() Inquire if the DV has visited HQ USSOUTHCOM previously (if so, obtain specifics.)

() Request biographies from visiting office

Security

() Distinguished Visitor Security Clearance Issued/Received

() Building Security badges coordinated/obtained

() Coordinate with Provost Marshall (DOD Police) for vehicle access to the compound

() Motorcade and physical security requirements coordinated (as required)

Funding

() AO inquire and determine the funding for the visit. Circle the one that applies:

Invited (ORF)

Self-Invite (DV Pays)

TCA (Traditional CDR Activities)

Per-Diem (Military Orders)

Other: _____

() AO briefed on SCJ8 ORF info document

Billeting

() Protocol makes hotel reservations [or provides hotel telephone numbers].

DATE ACCOMPLISHED: _____

() Visitor or funding agent provides the credit card information to the hotel to guarantee the room reservations.

DATE ACCOMPLISHED: _____

Hotel: _____ Telephone Number: _____

Amount of Rooms: _____ Dates: _____ Reservation #: _____

Smoking Room / Non-Smoking Room - Specific Location of Hotel: _____

Other Room Necessities: _____

Ground Transportation & Parking

() AO meets with transportation office and is briefed on transportation request process

Transportation Office Telephone: 305-437-1713/1727

DATE ACCOMPLISHED: _____

() Number of Visitors in relation to the size and number of vehicles

() Luggage Vehicle - if necessary

Number and type of vehicles needed (determined by Protocol):

() AO determines if drivers are needed

() AO meets with drivers and (time permitting) accomplishes a dry run (communications with drivers is a necessity)

() AO ensures umbrellas are in vehicles

Rental Vehicle

DV desires own rental vehicle: If so, Make: _____ Model: _____ Color: _____

() Determine if driver needs parking pass with Provost Marshall / Protocol

() Determine if DV needs directions to USSOUTHCOM – Protocol provides maps/directions

() Coordinate DV parking space with Protocol - Parking Space #: _____

General

() Discuss the memento exchange policy – if applicable – with Protocol POC:

() Determine if there is a social/spouse program and be briefed on the process

() Determine if spouse is visiting (on ITO) and be briefed on their visit process

() Protocol briefs the Breakfast/Lunch/Dinner process as necessary

() Determine if there are any dietary restrictions – if applicable: (Inform Protocol)

() Preferred beverage_____

() Determine medical concerns or restrictions – if applicable:

() Protocol briefs on the office call process

CDR (XO/Secretary):	305-437-1004/1002
DCDR (XO/Secretary):	305-437-1051/1052
FPA (Secretary):	305-437-437-1012
CoS (XO):	305-437-1054

() Protocol briefs on flag use

() Protocol briefs on photographer requirements and request process

ASA Photographer (Graphics): 305-437-2568

() Protocol briefs on the Conference Room (Coffee/Water set-up) support process and funding

() Name tent support

ASA (Graphics) Office: 305-437-1730/3926

() Conference room reserved

MCR/CCBR/Medium Conf. Rooms: STEMS

UNITED STATES SOUTHERN COMMAND

OFFICE of PROTOCOL



ACTION OFFICER GUIDELINES

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ACTION OFFICER GUIDELINES

INTRODUCTION

You have been selected as the Action Officer (AO) for a USSOUTHCOM visit or event. This guide will assist you in your responsibilities as an AO.

No two visits/events are alike; the key to success is flexibility. Coordination is the hardest part of a visit/event but also the most important part.

USSOUTHCOM PROTOCOL TEAM

Chief of Protocol	x-1059	Social & Gift Coordination.....	x-1075
Deputy Chief.....	x-1140	Visit Coordination.....	x-1139, 1140
NCOIC.....	x-2369	Visit NCO.....	x-3573, 1037

GENERAL

1. Guidelines

a. In working a visit or event, the first step is preparation of the concept paper. The AO is responsible for developing a **coordinated** concept paper for the visit/event. The concept paper should be staffed as required, to include with the Protocol Office, prior to submission to the SJS.

b. Development of a concept paper is based on the invitational authority and the funding authority of the visit. Most visits are self-invites and can be executed with normal planning. When the CDR sends out a formal letter of invitation, planning and coordination become more extensive. Funding authority for most visits is "Per Diem," but there are occasions when Official Representation Funds (ORF) or Traditional CDR's Activities Funds (TCA) may be used. **Always** check with Protocol and SJA after you have determined what items are funded in order to determine money and gift issues. Ensure that the SJA reviews the concept paper if the government will fund any planned activities.

c. To review policies, responsibilities and procedures for hosting visitors to the United States Southern Command Headquarters, the AO should first read SC Reg. 1-13, Distinguished Visitors Program for Headquarters, United States Southern Command. A copy of this regulation is located on the classified Local Area Network (LAN) in the Protocol folder. In addition to SC Reg. 1-13, many other useful resources are available from the LAN Protocol folder.

2. Checklist. To obtain the appropriate checklist for your visit, consult the USSOUTHCOM's public folders on the LAN. In the public folders, access the "Protocol" folder where the checklist sub-folder is located. Highlight and select the checklist. Review and follow the checklist and formulate any questions you may have. The checklist is a tool to assist you, but not all items on the checklist will apply to each visit/event. Although the checklist is very comprehensive, it may not cover every issue for your visit.

3. Protocol Support. Once you have reviewed the tasker and checklist, contact the Protocol Office (ext. 2368) to speak to the Protocol Specialist assigned to assist you with the visit.

4. Working with the DV's Office. Contact the DV's office to collect the required information.

a. Obtain the purpose of visit. The purpose of the visit shapes the entire tone and success of an itinerary. (Early determination of USSOUTHCOM's and the DV's goal is paramount in determining particular interest and requirements for the visit.)

b. Request key issues to be discussed. Also request biographies of the principal members of the official party.

c. Inquire if DV has visited the Command previously. (If so, get date, purpose and, if possible, a copy of the itinerary).

d. Determine members of the official party. Record full name, rank and title or position, travel information – arrival and departure details, preference in smoking/non-smoking room, and security clearance.

e. Check for health or dietary restrictions. Refer medical concerns to the USSOUTHCOM Command Surgeon for direct coordination. Dietary restrictions drive the planning for catered meals; therefore Protocol needs this information before any meal selection/planning can be completed.

f. Memento exchange. Mementos are **not** required of visitors. First, determine if the International DV will present a memento, and determine what will be presented. USSOUTHCOM mementos are purchased with Official Representational Funds for the CDR. Based on DoD regulations, only the CDR may present mementos from the CDR's gift locker (on an individual basis, the CDR may designate other GOs/FOs in writing to present mementos on his behalf). To fully understand the command policy on gifts, review the Protocol memorandum on USSOUTHCOM Mementos for Distinguished Visitors.

5. Billeting. Provide billeting information from the DV checklist to the Protocol Specialist. The Protocol Specialist is usually responsible for hotel reservations. Although the rooms will be reserved by USSOUTHCOM Protocol or visit AO, it is the responsibility of the visitor (or funding agent) to provide the credit card information directly to the hotel to guarantee the room reservations. You must ensure Protocol receives timely notification if your visitor cancels or the itinerary changes.

6. Transportation and Parking.

a. If USSOUTHCOM transportation support is required, official requests can be made to the USSOUTHCOM Transportation Office at x1713/1727. Sedans are available for transport of GOs/FOs and civilian equivalents. The Transportation Office has official duty drivers assigned to U.S. Army Garrison – Miami (USAG). The drivers are government employees assigned for the purpose of providing transportation support to the headquarters.

b. If the visitor is driving, coordinate vehicle access with the Provost Marshall and coordinate with the Protocol Specialist for assignment of DV parking spaces. If the visitor is using a rental vehicle, obtain a description of the vehicle to expedite access at the security gate. If group transportation is utilized, i.e. buses or vans, coordinate the transportation with the Transportation Office, and vehicle access with the Provost Marshall.

c. Meet with your driver to provide transportation requirements. Go over the itinerary and provide a copy. You may want to conduct a "dry run" if time permits. In Miami it is important to identify alternate travel routes due to traffic.

7. Office Call. Coordinate CDR /DCDR office call requests with their secretaries (CDR's x1002, DCDR's x1052).

8. Flags. Protocol can provide guidance on the proper flags that may be required for your visit or activity. If flags are required for events outside of the HQ, coordinate with the USAG First Sergeant at x1703. The First Sergeant is the control point for the issue of all flags. Flags for events in the MCR will be issued by Protocol (Protocol maintains the U.S., USSOUTHCOM and GO/FO flags only).

9. Photographer. A photographer should be scheduled for all DV visits, special events, promotions, and retirements. Coordinate directly with the photographer in ASA graphics at x2568.

10. Socials. Protocol will plan and execute all socials that are CDR/DCDR hosted. Coordinate guest list and dietary restrictions with Protocol. Events not involving the CDR /DCDR are the responsibility of the host directorate, unless tasked otherwise.

a. **ONLY** CDR or CDR-directed functions can be supported with ORF funding. Protocol will organize these events and ensure they meet DoD guidance. Keep in mind that the majority of visitors to the HQ building are on per diem. Discuss meal payment in advance and collect the money prior to the social event if necessary.

b. With the kitchen limitations in the Headquarters, only coffee/water support is available "in-house" (and this support is contingent on funding and participation guidance). The Protocol office can provide guidance on restaurants near USSOUTHCOM and a list of local catering companies. Should you decide to have an un-funded lunch catered in the building, it is your responsibility to arrange and pay for the service. Also, the hosting directorate must provide funds for coffee and/or snacks when requesting refreshments for a non-ORF funded meeting.

c. For socials conducted at the CDR's residence, the AO will need to provide the DV's vehicle information (car make, model, color, and license number) to PSD for vehicle access.

11. Spouses. Occasionally, DVs will be authorized to bring spouses on official Invitational Travel Orders (ITOs) for an Official Spouse Program. Therefore, a separate escort will be assigned and a separate proposed itinerary for the spouse will be submitted for approval along

with the DV's itinerary. Coordinate with the Chief of Protocol prior to scheduling activities that involve Command Group spouses.

PLANNING

1. Visit/Event Concept Paper.

a. Once you have the required information, the next item is the preparation of the concept paper. The coordination process is the key to a successful visit. Identify requirements in a timely manner and contact support personnel who can assist you. Work with the Protocol Specialist in developing the documents.

b. Upon completion of the concept paper, forward it to your director for approval and signature. Once signed, staff it through the Protocol office, and then to SJS. Provide the Protocol Specialist assigned to your visit/event a copy of all coordination information. The MOI (required for high level visits and conferences) should be prepared and submitted with the concept.

2. Concept Classification. Standard security classification for itineraries should be FOUO unless J2 Security advises otherwise.

3. Follow-up. Ensure all participants involved in the visit, including Protocol, receive a copy of the concept and updates. Use the LAN whenever possible, however, follow-up with telephone calls to essential participants (escorts, briefers, and speakers).

4. Memorandum of Instructions (MOI). An MOI is required for high-level visits and conferences that require extensive support throughout the command. The MOI is the final official product distributed. It is a written requirement of previously coordinated items. The MOI is prepared by the AO and forwarded along with the final concept to SJS for the CoS's approval.

5. In Progress Review (IPR). As required, schedule an IPR with the DCoS, CoS, DCDR and/or CDR. Provide the concept paper, talking points, and a biography of the DV to SJS no later than the suspense date listed on the original tasker from SJS. Inform the Protocol Specialist assigned to the visit/event of the date and time of the IPR(s). The Protocol Specialist will attend all IPRs.

6. Briefings.

a. Conference Rooms. Conference rooms will be scheduled on the USSOUTHCOM Net in the STEMS folder. Priority of the Main Conference Room (MCR), and Combatant Commander's Briefing Room (CCBR) will go to briefings with the CDR and DCDR. Conflicts will be resolved by the SJS.

b. Briefs. Coordinate collection of paper copies of briefings.

c. Audiovisual Support. Coordinate in advance of scheduled briefings that audiovisual equipment is available, appropriate, and functional and that briefs are loaded. Coordinate with ASA if you need assistance. If a VTC is required, call extension 1737 or 1871 at least 48-hours prior to the required date for a classified VTC and 24-hours prior for an unclassified VTC.

d. Coffee/Water Service and Set-up/Cleanup. Before briefings, verify the setup of the conference room (i.e., names, numbers, titles, and positions of attendees). The Protocol Office will set up conference rooms for briefings the CDR/DCDR/CoS attend. If the CDR/DCDR/CoS are not attending the briefing, the AO is responsible for room set-up and cleanup. Coffee will be provided for guests authorized per (CJCS 7201.01 or AR 37-47). For all other guests, the AO will need to arrange with his/her directorate for coffee, sugar and creamer.

e. Tentcards (nametents). Coordinate nametents with Protocol prior to the event. Based on the number of nametents required, Protocol may advise to coordinate with ASA Media Graphics for the nametents. This should be accomplished at least five days before the visit/event. You should also consider "Quiet Please – Conference in Session" signs and signs to identify the conference you have planned.

7. Security. In accordance with SC Regulation, ensure proper collateral clearances for all members of the DV's party are passed to the USSOUTHCOM J2 Security Office prior to the visit.

a. Badges. Coordinate with J2 Security for badges for DVs. Note: DVs are not required to wear badges but must be accompanied by the AO.

b. Monitors (as required). Coordinate with your directorate for monitors/ushers for briefings when required. At times, it will be necessary to post someone outside a briefing room to control access and keep noise in the hallway down.

c. SCIF Entrance. Coordinate with the J2 Special Security Office (SSO) for SCIF requirements (this includes JOIC tours).

8. Escort Duties.

a. The AO meets the DV upon arrival and functions as the **full-time** escort until departure. The Protocol Specialist remains in continuous contact with the AO throughout the visit and assists with itinerary changes and problem resolution.

b. It is the responsibility of the directorate to meet/greet DVs and to see them off. All four-star visitors will usually be greeted by a GO/FO.

c. Assign additional officers as escorts if there is a large group, or if they arrive on separate airlines or at separate times and locations.

d. When escorting, always lead the way. Never allow the visitor to appear lost or disoriented.

e. If you have a conference that requires the conference center to be closed, you are required to provide guards / escorts to monitor access. See your protocol specialist for advice in this area.

OTHER KEY NOTES

1. Keep the DV on schedule. Keep an eye on the time. If the DV is running close to the time limit, give some kind of reminder.
2. On the duty day before the visit, review in detail the completed concept and briefing schedule with the driver(s), escorts and Protocol.
3. Coordinate photographic/press coverage, if appropriate, with the Public Affairs Office, ASA, and Protocol.
4. Check and double-check all scheduled activities. Never take anything for granted.

REMEMBER: It is important to work closely with Protocol. Protocol ensures visits/events at the command are handled uniformly and in accordance with Command guidance. The USSOUTHCOM Protocol Team is here to advise you, provide contact information and de-conflict situations that may prevent you from supporting and enjoying a successful visit/event.

UNITED STATES SOUTHERN COMMAND

OFFICE of PROTOCOL



**KITCHEN USE
AND
EQUIPMENT LOAN**

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INTRODUCTION

You have been selected as the Action Officer (AO) for a USSOUTHCOM visit or event. This guide will inform you what kitchen and equipment support the Protocol office can provide.

No two visits/events are alike; the key to success is flexibility. Coordination is the hardest part of a visit/event but also the most important part. If you have questions about what Protocol does or does not provide, please do not assume... just ask!

USSOUTHCOM PROTOCOL TEAM

Chief of Protocol	x-1059	Social & Gift Coordination.....	x-1075
Deputy Chief.....	x-1140	Visit Coordination.....	x-2368
NCOIC.....	x-2369	Visit NCO.....	x-3573, 1037

GENERAL

1. Guidelines

a. In working a visit or event, the AO will coordinate with Protocol to coordinate kitchen and equipment support, if applicable.

b. Protocol support is very much command-calendar driven and dependent on Command Group involvement.

c. The AO should first read SC Reg. 1-13, Distinguished Visitors Program for Headquarters, United States Southern Command. A copy of this regulation is located on the Local Area Network (LAN) in the Protocol folder.

2. Protocol Support. After reviewing the tasker and checklist and determining the support needed, contact the Protocol Office (437-2368) to speak to the Protocol Specialist assigned to assist you with the visit. Occasions that would require Protocol support follow:

a. **Briefings.** If the visitor will be briefed in a conference room, the AO will reserve the appropriate conference room.

(1) Coffee/Water Service. If the CDR/DCDR/CoS are to attend and the event is fundable (per CJCS 7201.01 or AR 37-47), Protocol will provide a coffee/water setup on the tables. If the event is not fundable and refreshments are requested, the directorate tasked as OPR of the visit must either pay for the refreshments or collect funds from the attendees.

(2) Setup/Cleanup. The Protocol Office will set up conference rooms for briefings the CDR/DCDR/CoS attend. If the CDR/DCDR/CoS will not attend the briefing, the AO is responsible for room setup and cleanup. Protocol will sign out coffee cups, pots, etc., to the AO. The AO is also responsible for ensuring tableware is cleaned prior to turn-in to Protocol.

(3) Audiovisual Support. The AO will arrange all audiovisual support with ASA Graphics, ext. 1731.

(4) Nametents. For events that involve the command group and are not overly large (less than 30 people), protocol will provide the nametents for the table setup. For larger events, and those not involving the command group, the AO may arrange with ASA to have the nametents printed.

(5) Flags. Protocol will supply the U.S., USSOUTHCOM, and GO/FO flags, where appropriate, for meetings inside the Headquarters.

b. **Award / Retirement Ceremonies.** If the event will occur in a conference room, the AO will reserve the appropriate conference room.

(1) Setup/Cleanup. The Protocol Office will set up conference rooms for events the CDR/DCDR/CoS HOST. If the CDR/DCDR/CoS are not hosting the event, the AO is responsible for room setup and cleanup.

(2) Audiovisual Support. The AO will arrange all audiovisual support with ASA Graphics, ext. 1731.

(3) Nametents. For events hosted by the command group, protocol will provide the nametents for the table setup. For those events not hosted by the command group, the AO may arrange with ASA to have the nametents printed.

(4) Receptions. The Protocol Office will sign out tables and tablecloths for receptions of command-group hosted ceremonies only. All other ceremony AOs will sign for tables from the warehouse, and provide their own tablecloths. The Protocol Office will sign out punchbowls and ladles for any ceremony, provided arrangements are made at least 24 hours in advance and there are no conflicts. The Protocol Office may also provide – if the mission allows – a small amount (no more than a punchbowl full) of ice for the reception. If more ice is needed, the AO should arrange in advance with the warehouse to sign out a cooler and fill it from the warehouse ice machine. Other items for receptions (such as plates, plastic ware, cups, etc.) are to be purchased by the AO or awardee. The AO is also responsible for reception setup and to provide servers at the reception for the cake and punch, as needed. The honored person is responsible for all reception costs for retirements, award and promotion ceremonies.

(5) Flags. Protocol will supply the U.S., USSOUTHCOM, and GO/FO flags, where appropriate, for events inside the Headquarters.

(6) Escorts. The AO will arrange escorts for all non-USSOUTHCOM guests.

c. **Working Lunches.** If the lunch will take place in a conference room, the AO will reserve the appropriate conference room.

(1) Set-up/Cleanup. The Protocol Office will set up conference rooms only for ORF-funded lunches involving senior leadership. If the lunch is non-ORF funded, the AO is responsible for room set-up and cleanup.

(2) Catering Arrangement. For ORF-funded lunches, Protocol will make all necessary arrangements with the caterers. For non-ORF funded lunches, the AO will get caterer contact info from Protocol and will make all arrangements.

(3) Payment. For ORF-funded events, protocol will arrange payment for the caterers. For non-ORF funded events, the AO must collect money from attendees BEFORE LUNCH ARRIVES and pay the caterers before they depart the building.

d. **Socials.** If your conference or visit includes a social event, you will need to check with your assigned protocol assistant to discuss responsibilities. Protocol only plans and executes socials that are CDR/DCDR hosted. Events not involving the CDR /DCDR are the responsibility of the host directorate. As with refreshments in briefings, if the event is not fundable, the OPR will either pay for the event, or collect money from the attendees for the social.

(1) **ONLY** CDR-directed functions can be supported with ORF funding. Protocol will organize these events and ensure they meet DoD guidance. Keep in mind that the majority of visitors to the HQ building are on per diem. Discuss meal payment in advance and collect the money prior to the social event if necessary.

(2) With the kitchen limitations in the Headquarters, only coffee/water support is available "in-house" (and this support is contingent on funding and participation guidance). The Protocol office can provide information on restaurants near USSOUTHCOM and also maintains a list of local catering companies. Should you decide to have an un-funded lunch catered in the building, it is your responsibility to arrange and pay for the service.

OTHER KEY NOTES

1. All Protocol support is dependent on the Command Group calendar.
2. If you aren't sure what level of support your event will receive, please ask!

REMEMBER: It is important to work closely with Protocol. Protocol ensures visits/events at the command are handled uniformly and in accordance with Command Guidance. The USSOUTHCOM Protocol Team is here to advise you, provide contact information and de-conflict situations that may prevent you from supporting and enjoying a successful visit/event.

IPR CHECKLIST

- | | |
|--|--|
| <input type="checkbox"/> PURPOSE OF VISIT/BACKGROUND | <input type="checkbox"/> GIFT EXCHANGE |
| <input type="checkbox"/> PREVIOUS VISIT – WHAT BRIEFED | <input type="checkbox"/> PHOTO OP |
| <input type="checkbox"/> ITINERARY TO AND FROM SC HQ | <input type="checkbox"/> MEDIA |
| <input type="checkbox"/> SIZE OF PARTY | <input type="checkbox"/> AO POC |
| <input type="checkbox"/> SPOUSE (S) PROGRAM | <input type="checkbox"/> PROTOCOL POC |
| <input type="checkbox"/> BILLETING ARRANGEMENTS | <input type="checkbox"/> IPR WITH DCDR OR CDR? |
| <input type="checkbox"/> TRANSPORTATION PLAN | <input type="checkbox"/> APPROVED CONCEPT TO STAFF |
| <input type="checkbox"/> MEET/GREET/RETURN | <input type="checkbox"/> LOI REQUIRED? |
| <input type="checkbox"/> MEET/GREET AT DV ENTRANCE | <input type="checkbox"/> MESSAGE ANNOUNCEMENT |
| <input type="checkbox"/> SENIOR LEVEL INVOLVEMENT | <input type="checkbox"/> INVITATIONS |
| <input type="checkbox"/> STAFF PLANNING | <input type="checkbox"/> FORCE PROTECTION |
| <input type="checkbox"/> VENUE – SJS LOCK ON | <input type="checkbox"/> POLICE ESCORT |
| <input type="checkbox"/> JWICS | <input type="checkbox"/> TECHNICAL SECURITY SWEEPS |
| <input type="checkbox"/> OFFICE CALLS | <input type="checkbox"/> DoD POLICE INSTRUCTION |
| <input type="checkbox"/> BRIEFS | <input type="checkbox"/> HQ GATES |
| <input type="checkbox"/> TIMING, SEQUENCING & LENGTH | <input type="checkbox"/> RESERVED PARKING |
| <input type="checkbox"/> FOREIGN DISCLOSURE REVIEW | <input type="checkbox"/> BADGING |
| <input type="checkbox"/> TRANSLATION | <input type="checkbox"/> CONCEPT TO DOD POLICE |
| <input type="checkbox"/> REFRESHMENTS | <input type="checkbox"/> INFO OPS THEMES/MESSAGES |
| <input type="checkbox"/> MEALS | <input type="checkbox"/> FUNDING |
| <input type="checkbox"/> DIETARY RESTRICTIONS? | <input type="checkbox"/> CONNECTIVITY/COMMUNICATION |
| <input type="checkbox"/> STAFF PARTICIPATION - MEALS | <input type="checkbox"/> SCIF COORDINATION WITH SSO
(x3392) |
| <input type="checkbox"/> COMM PLAN: AO/PROTOCOL | |
| <input type="checkbox"/> TALKING POINTS TO CoS BY: | |
| <input type="checkbox"/> BRIEFING SLIDES TO CoS BY: | |
| <input type="checkbox"/> UNIFORM | |